QUICK REFERENCE GUIDE FOR USING TQM TOOLS

IF YOU NEED TO..	THEN TRY THIS TOOL...
Get a lot of ideas about an issue/problem	BRAINSTORMING
Get new ideas/encourage participation	
Discover the root cause(s) of a problem	FIVE WHYS
Show how causes may be related	CAUSE AND EFFECT
Prioritize or reduce a list of items	MULTI-VOTE
	NOMINAL GROUP TECHNIQUE
	PAIRWISE RANKING
Identify driving and restraining forces	FORCE FIELD ANALYSIS
Identify significant influences	
Describe/understand how a process works	FLOWCHART
Identify critical stages of a process	
Determine causes of a particular issue	CAUSE AND EFFECT
Identify root causes	
Identify major problems	PARETO DIAGRAM
Separate and prioritize issues	
Collect data easily	CHECK SHEET
Convert raw data to useful information	
Understand total variability of a process	HISTOGRAM
Understand relationship between variables	SCATTER DIAGRAM
Recognize abnormal behavior in a process	RUN CHART
Document changes over time	
See "special" causes of variation in a process	CONTROL CHART
Know whether a process is stable	